



agency for persons with disabilities  
State of Florida

## APD PROVIDERS / SUPPORT COORDINATORS MEETING

Wednesday, January 20, 2016 9:30 A.M.

401 NW 2<sup>ND</sup> AVENUE, SUITE N-1011, MIAMI, FL 33128

AGENDA ITEM	ISSUE / DISCUSSION	ACTION / FOLLOW UP
I. CALL TO ORDER	<p><b>Evelyn Alvarez, MPA</b> <b>Regional Operations Manager-Southern Region</b></p> <ul style="list-style-type: none"> <li>➤ Meeting began at 9:40 a.m. Regional Operations Manager Evelyn Alvarez introduced herself and welcomed participants in attendance and those participating via conference call, requested that all phones be silenced to avoid interruptions.</li> <li>➤ <b>Friendly reminder:</b> This room is the DCF District Administrator’s conference room and we are very appreciative that it is made available to APD for our Provider Meetings. However, the room is only available to until about 11:30am. When we adjourn please be reminded to do so promptly, quietly and pickup all of your belongings. If you need to meet with one of your colleagues we ask that you do so in the 4<sup>th</sup> floor cafeteria. Thank you for your cooperation.</li> <li>➤ <b>New Staff Announcements/staff changes:</b></li> <li>➤ <b>Sherab Chodron, Deputy Regional Operations Manager</b></li> <li>➤ It is my pleasure to announce that Ms. Sherab Chodron has joined the Southern Region Team as the Deputy Regional Operations Manager towards the end of December 2015. Sherab holds a Master’s Degree in Public Health and Law Degree from Boston University. For over seventeen years Sherab has served the South Florida community in various capacities. Some of her experience includes working with APD community partners, Consulting in managerial administrative and program management for both public, nonprofit and private political entities, Area Director of community mental health &amp; substance abuse services providers, litigation transactional and trial attorney experience. Sherab, is also very involved in her community in the Florida Keys and has also participated in various boards. Her networks and partnerships in Monroe County will be instrumental in her role as Deputy ROM and will bring new opportunities to develop and strengthen community partnerships in the Southern Region. It is our goal that Sherab will be fully transitioned to the Miami office in the next month or so. Sherab, will be talking to you a little bit more about her role as Deputy ROM. As you can see, Sherab brings a wealth of experience to the Team and I am sure that you will enjoy working with her.</li> <li>➤ <b>Jimmy Simon, Distributed Computer Systems Analyst.</b> Starts today and comes from</li> </ul>	

Tacachale in Gainesville, FL. He is originally from Miami and has decided to move back to South Florida.

- **Management staff introductions:** Sherab Chodron, Hillary Jackson, Maria Linares, Kirk Ryon, and Brenda Viera.
- **New Provider Announcements: none**
- All providers were asked to please introduce themselves state their name, name of organization and type of services provided.
- **Guest Speaker:** None

**II. STATE / AREA AND APD UPDATE**

➤ **Legislative Update:**

- The Florida Legislature convened January 12, 2016 for its annual 60-day legislative session.
- The Senate and House are expected to approve measures that encourage state agencies to hire people with disabilities, expand educational opportunities, and create a financial literacy program.
- Here is a breakdown of some of the bills:
- The Florida Senate approved legislation Friday aimed at helping people with disabilities become economically independent.
- The measure (HB 7003) would encourage state agencies to employ more people with disabilities, recognize businesses that hire them and establish a program to teach them financial literacy.
- It joins another bill (SB 672), passed by both the House and Senate earlier this week, creating personal learning scholarship accounts to boost educational opportunities for children with developmental disabilities.
- In part, the bill passed would require certain state agencies to commit to improving employment opportunities for people with disabilities.
- The requirement would apply to the Agency for Persons with Disabilities, the Department of Economic Opportunity, the Division of Vocational Rehabilitation and Division of Blind Services at the Department of Education, and the Executive Office of the Governor
- The bill also directs the Department of Management Services to develop mandatory training programs for human resources personnel and to help other state agencies with their strategies for hiring and retaining employees with disabilities

- For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.

<p><b>UPDATE</b></p>	<p>Disabilities; Revises priority classifications for clients on waiting list for Medicaid home &amp; community-based waiver services.</p> <ul style="list-style-type: none"> <li>➤ (Senate Bill 388) -Florida Unique Abilities Partner Program- recognizes business entities that employ individuals who have a disability.</li> <li>➤ (Senate Bill 672/House Bill 7011) -PreK-12 and Postsecondary Education Options for Students with Unique Abilities- Educational Options; Creating the "Florida Postsecondary Comprehensive Transition Program Act." Passed by both House &amp; Senate creating personal learning scholarship accounts to boost education opportunities for children with Developmental Disabilities.</li> <li>➤ (Senate Bill 962/House Bill 1359 ) Vocational Rehabilitation - Aimed at employment opportunities for people with unique abilities, focusing on "vocational evaluation and planning, career counseling and guidance, job-site assessment and accommodations, job placement, job coaching, and on-the-job training."</li> <li>➤ <b>Legislative Inquiries:</b> During session it is not uncommon to receive a legislative inquiry with a very short turnaround. We will identify this as an alert in our email subject line. It is imperative that you please respond timely and accurately.</li> <li>➤ Ms. Alvarez, thanked everyone for their participation and hard work and wished everyone a great rest of the week!</li> </ul>	
	<p><b>Sherab Chodron, MPH, JD</b> Regional Program Administrator – Southern Region</p> <ul style="list-style-type: none"> <li>➤ Thank you to all for the opportunity to serve APD and the Region.</li> <li>➤ As the Deputy ROM I will function as the Regional Program Administrator. My areas of oversight will include:</li> <li>➤ Three work streams:</li> <li>➤ Waitlist &amp; Community Affairs</li> <li>➤ Waiver Support Coordination &amp; CDC+</li> <li>➤ Clinical (including MCM &amp; BA)</li> <li>➤ Emergency Preparedness</li> <li>➤ Legislative Ombudsman</li> </ul>	<p style="text-align: right;">3</p>

- Collaboration with QA in the areas of provider compliance.
- Collaboration with the Leadership Team on special strategic projects, including CDMS and the EEP initiative
- My immediate concerns are to strengthen the existing structure. This will include, first and foremost:
- Getting to know our Region. The people we serve and our providers, and their successes and obstacles to accessibility and service, both. Learning more about how we serve, how we deliver services and how we can best collaborate and coordinate with others to create the best outcomes possible.
- Assist in filling a # of regional vacancies
- Waitlist unit Case Managers (2)
- Clinical unit QSI assessors (3)
- Supported Employment/EEP HSPA (1)
- Additional Regional Program Supervisor who will serve as the work stream lead for Waitlist & Community Affairs
- Special emphasis on Monroe County (rural county opportunities)
- HSPS Hybrid position (for Waitlist & Community Affairs) to serve as an APD liaison and assist in developing and strengthening resources in Monroe.
- Part-time RN to conduct PaSRRs and assist with special projects, provider monitoring and technical assistance
- Active identification and recruitment of additional WSCs:
- Sole providers
- Agency expansion or formation
- Special projects and assistance to current and additional providers (stand by for more news on that)
- My transition will involve a gradual relocation to Miami. For now, I am part-time in the Keys and part-time in Miami. Once Keys' services are established and strengthened I will visit the Keys once a month, but operate full-time from Miami. I am always available by email at @ [sherab.chodron@apdcares.org](mailto:sherab.chodron@apdcares.org) or phone @ 305-377-5089. Don't hesitate to reach out. I look forward to getting to know you and better understand your good work, and your concerns. Thank you for your service.

## Hillary Jackson, Regional Program Supervisor - Medicaid Waiver

Ms. Jackson reminded all that the waiver area has lost two staff and hope to fill a vacancy very soon. We appreciate your continued patience during this time. Please contact me if there are urgent reviews for cost plans that you may have submitted.

### 1. Medicaid Redetermination

- Please note that Ms. Nova Barrow with DCF has retired. The new supervisor of this area is Ms. Olivia Milian. Please include her on emails that you send to Ms. Ana Bustamante.

### 2. Handbook

- We are not aware of a scheduled training date as yet for support coordinators. All providers are reminded of the importance to read the Handbook and review the frequently asked questions that has been posted to the APD website <http://apd.myflorida.com/ibudget/docs/iBudgethandbookfaq.pdf>

### 3. SANs/AIMs

- When sending supporting/additional documentation to the Southern Region SAN or Support Plan email address, please identify the consumer's name and the reason you are sending the documentation. We ask that **the subject line indicate "Additional Documentation Attention (Southern Region Staff name)." Please do not send this documentation to one or a specific staff person directly.**
- When sending CPAWs, please route it to the SAN email address in the Southern Region. Please explain what you are attempting to do within the body of the email.
- When sending AIM for Waitlist to Waiver consumers, please route it to the correct email address in the Southern Region. Please follow the WTW Instructions for Round 5 consumers that was emailed to all support coordinators late November 2015

### 4. ABC WSC Advisory/iBudget

- Support coordinators, please read and begin updating ABC in regards to the January 14, 2016 email that I sent to you. WSC Advisory 2016-002 issued was emailed to all support coordinators by Southern Region and was also posted on the APD website. Please realize that this is a very time sensitive deadline that must be met by March 1, 2016 to update ABC with critical information especially for 393.11 reviews needed. We will try to hold a Skype training with all WSCs as quickly as possible but this does not prevent you all from updating ABC and doing the file reviews. This ABC assignment pertains to all support coordinators with consumers.

➤ Providers we ask that you please verify that your service authorizations are accurate, if not please notify the support coordinator. On the same note, we ask that support coordinators notify our office of providers not submit required supporting documentation to you. Supporting documentation for billing must be submitted by service providers as per the iBudget Handbook.

5. **Assignments & Deadlines**

- Please read your emails on a routine basis as there are requests APD may make and need a rapid response.
- We ask that whomever is gathering details or information for APD to be knowledgeable about the issue at hand.
- Please assist us by following up with the provider enrollment staff atleast twice yearly to ensure that all your contact information is accurate in both the ABC and iBudget system.

**Kirk Ryon  
Regional Program Supervisor - Quality Assurance**

- Kirk Ryon announced plans for renewing provider agreements which expire on June 30, 2016. Mr. Ryon noted that all providers should check their agreements to determine if they are currently in effect and when they will expire. APD will be sending out new agreements for all Southern Region providers whose agreements expire on 6/30/16. The new agreements will be effective for 5 years, through 2021. APD will be sending out new agreement letters with attachments on March 15, 2016. If your agreement expires in June of 2016 and you do not receive a new agreement by March 15, 2016, you should contact APD for a new agreement. All providers must have an active agreement on file with APD.
- Kirk Ryon discussed open enrollment for new Provider Applications and Provider Service expansion applications. Mr. Ryon noted that beginning in January, 2016, APD would accept provider applications during the following time periods: April 1 through May 31 and August 1 through September 30. Any new Provider Application or expansion applications received outside of the open enrollment period will be returned to the applicant. Critical needs services applications will be accepted at any time. Monroe County applicants are considered Critical Needs applicants as all service categories are needed in the Florida Keys.
- Kirk Ryon noted that the CMS (Center for Medicaid Services) Provider Self-Assessment was required to be completed and on file at each Southern Region residential (group home) and non-residential (Adult Day Training) program no later than January 1, 2016.

Beginning in February 2016, APD staff will be validating 57 residential and 20 non-residential settings. These reviews must be completed by June 30, 2016. Programs that have been selected for review of their self-assessment will be contacted within the next few weeks. If a program is selected for monitoring, some information as well as the completed survey will need to be forwarded to APD Southern Region Staff. Following the survey, any uncorrected items with respect to the survey will result in a plan of remediation being issued to the provider.

- Kirk Ryon reminded the providers present that in 2016, all Delmarva reviews with scores under 100% would need to be remediated. All provider agencies should receive their written reviews a few days after their on-site Delmarva review. Within a few days after receiving their review, each provider should receive a Plan of Remediation with “not met” items pre-populated in the plan. Provider agencies must complete their Plans of Remediation within 30 days of receipt. At the end of the 30 days, if APD has not received a plan of remediation from the provider, a final letter will be issued notifying the provider of further actions which may be taken.

**Maria Angeles Linares, M.S.  
Regional Program Supervisor - Budget**

- Employment Enhancement Project FY 2015-16
  - 11 employed
  - 2 internships
  - Thank you job coaches for your hard work!
- Family Care Council Meeting was cancelled last week. The next meeting will be held on Wednesday, February 10, 2016 in the APD conference room, Suite S-811. If you know a consumer, parent of a consumer or grandparent that might be interested in participating, please refer them to me.
- I would like to thank those providers who are submitting their invoices monthly. THANK YOU!
- I have few housekeeping items that we need to address:
  - Timely billing, invoices need to be in our office by the 15<sup>th</sup> of the new month.
  - Please verify that your vendor number or Federal ID # is correct. This number

should not be confused with the Medwaiver ID number.

- The invoice should include the following:
  - Vendor Name, Address, Telephone Number and Email
  - Type of Service Provided
  - Service Period-month, date
  - Name of client and client ID#
  - Accurate rate for service and period provided
  - Signature of the provider
- This will ensure timely processing of payments.
- Providers should have an updated or current W-9 on file with My Florida Market Place before submitting invoices.
- Please encourage your providers and consumers to deposit or cash their checks. If they wish to avoid trips to the bank they may apply for EFT (electronic funds transfer) or use their bank's mobile app to assist them with depositing checks without actually going to the bank.

**Brenda Viera, RN, MCM.  
Regional Program Supervisor/Medical Case Manager**

- Wanted to share the importance again of reporting any Medication Errors. The amount of errors have
- Reduced significantly. This is very important for it to get reported for health and safety reasons and for a chance for us to provide any technical assistance. For any assistance on how to complete these forms please feel free to call me at 305 377-7431.
- I am asking support coordinators when you visit your clients and review their files and you notice a medication was not signed or given please advise the group home provider and staff to report it with a medication error report.
- I also wanted to give thanks to the support coordinators and their efforts in collaborating with the QSI Assessors in conducting the questionnaires and also assisting with the addendums project or the (Family Risk Factor Worksheet). I have also notice an improvement in the updates on some the support plans this is also very important so that this questionnaires are more accurate. Again thank you



- January is National Glaucoma Awareness Month, and important time to spread the word about this sight stealing disease.
- Currently more than 3 million people in the United States have glaucoma.
- Glaucoma is called “the sneak thief of sight” since there is no symptoms and once vision is lost, it’s permanent. As much as 40% of vision can be lost without the person noticing.
- Glaucoma is a group of eye diseases that gradually steal sight. Vision loss is caused by damage to the optic nerve
- There is no cure for glaucoma yet however medication and surgery can slow further vision loss
- People who are at high risk include African American, Hispanic, people over 60 and those diagnosed with diabetes,
- It is very important to have regular eye exams, especially for our individuals who depend on us to have regular follow-ups with the optometrist. This can prevent unnecessary vision loss.
- **Announcement for the upcoming February provider meeting on the 17th**  
We will have a guest speaker Dr. Horstmyer and Mrs. Fernandez will be presenting on Dementia and Alzheimer’s disease. Please attend you will enjoy.

**III. ADJOURNMENT**

**Attendance:**

Jeanne Pierre, Osasumwen Osaghae, Marianela Wata-wara, Roberto Pire, Marie Antoine, Martha Gaviria, Karina Gomez, Patricia Delmonte, Maria Garcia, Andres Pacheco, Cindy Timbis, Maria Echevarez, Tammie Martin, Jaime Morero, Ellen Bethel, Martha Gonzalez, Kibel Quesada, Jerome Silverberg, Mercedes Franco, Rene J Gomez, Isis Espino, Manuel Achong, William Appleton, Marianela Watawara, Marie Antoine, Karina Gomez, Maria Garcia, Kathy Childs, Lovely Fameux, Rene Gomez, Veronica Oliver, Helena Osaghae, Anay Abraham, Aileen Phelan, Roxanne Telso, Gloria Rodriguez, Aaron Feuer, Luis Rodriguez, Natalia Wong.

**Late:**

Kwame Lumumba, Wilma Johnson, Chantal Meo, Adine Sadin, Natalie Leon, Mayelin Diaz, Aleyda Blanco, Dionne Barton, Jackie Butler-Wilson, Jany Lazo, Natalie Jordan, Merlyn Torres, Marc Maneus, Johanna Muccino, Arnold Coats, Steven Kuster, Nereida Babilonia, Pedro Herrera, Jose Casanova, Gwen Wilson, Roy Moreno, Penny Schueneman, Cristina Robaina, Mario Valdez, Yasmin Pintado, Amanda Ortiz, Jacqueline Louis, Chris Chulownwluue, and Maribel Valmocina.